

Subject: Re: Baseline Service Agreement
From: Rita Moreno <rita.moreno@lacity.org>
Date: 03/14/2018 05:04 PM
To: Tara Devine <tara@venicebeachbid.com>
CC: Holly Wolcott <Holly.Wolcott@lacity.org>, Rick Scott <rick.scott@lacity.org>, "Van Cise, Eugene" <eugene.vancise@lacity.org>, Shannon Hoppes <shannon.hoppes@lacity.org>

Sure

On Wed, Mar 14, 2018 at 5:00 PM, Tara Devine <tara@venicebeachbid.com> wrote:
Rick = external/gov't affairs.

This is being requested by program operations side and the individuals responsible for setting up our actual field operations.

Do you want me to have them call you and express their concerns directly??

On Mar 14, 2018 8:21 AM, "Rita Moreno" <rita.moreno@lacity.org> wrote:

I know Rick Stoff, the Director of the particular program that works with BIDs, and he bends over backwards to accommodate the needs of BIDs. I can't see a situation where Rick would say his crew cannot commence providing services to the BID without the baseline service agreement.

Perhaps the BID is requiring something difficult to produce/provide; something no other BID requires as part of their clean program?

On Tue, Mar 13, 2018 at 5:34 PM, Tara Devine <tara@venicebeachbid.com> wrote:
Yes. Chrysalis more particularly, as it is very highly relevant to their work.

On Mar 13, 2018 8:18 AM, "Rita Moreno" <rita.moreno@lacity.org> wrote:
Tara,

Are Chrysalis and Allied requesting a baseline agreement prior to commencing services?

On Mon, Mar 12, 2018 at 5:51 PM, Tara Devine <tara@venicebeachbid.com> wrote:
Unfortunately, I don't have any examples of other baseline agreements to share. I have never been directly involved in the development of one, and do not have any real list (let alone a comprehensive one) of what services are currently being provided by the City. I'll convey to Chrysalis and Allied tomorrow that we still don't have one -- and it looks like we will not have one for launch -- and report back.

FYI, we're working on the quarterlies this week. I'll advise when complete.

On Fri, Mar 9, 2018 at 11:32 AM, Holly Wolcott <holly.wolcott@lacity.org> wrote:
Hi Tara,

I am back but am trusting to Rita to handle. We also were not cc'd on any of Miranda's emails on the baseline service agreements nor is it something we usually handle. We are aware (only because I have now read it) that the City Clerk report sent to Council regarding your BID requires the City Clerk to collect the baseline information. This is the first time I have seen this language. I agree with Rita in that the services provided by and in the the BID must not wait for you to receive the baseline agreements. My staff must start from scratch on collecting any information or wait until mid-April until Miranda's scheduled return.

Please send us what you would like the agreement to say. If you could send a pro-forma document of what you are looking for, it would be helpful. Otherwise this may have to wait until Miranda's return as I would have no idea on what to ask the Departments. In the meantime I will ask the departments listed in your email for their thoughts on the information you have requested.

We will be sending an out of compliance letter regarding the quarterlies and annual report to you and your board some time in the next couple of weeks. I just wanted you to be aware.

Holly

On Wed, Mar 7, 2018 at 11:46 AM, Tara Devine <tara@venicebeachbid.com> wrote:

I have checked my email and it does not appear that I was cc'd on Miranda's emails so I have no idea where the request might be or it's status. I believe she began with BPW. BPW, RAP, Venice C3, Lava Mae (mobile showers) are the department's and programs I can think of.

In terms of importance, I believe the most critical ones we'd like to know are:

- Trash removal (we have approx. 350+ cans in the BID)
- Street sweeping
- Weekly cleanups
- All RAP clean (and safe) activities, incl. restroom cleaning schedule

Thank you for the reply on quarterlies. My understanding from our accountant is that we should have 2017 financials early next week and I can begin work on the quarterlies as soon as I do. I'll keep you posted.

As of yesterday, our accountant still had pending questions about the City fees since they were not included in any of the documentation we had received from the city. (We invoiced last year for the amount shown on the transmittal, but received a disbursement of less than that amount...our accountant has been working to reconcile that with Rita.) If that has been resolved since yesterday, thank you -- I'm not yet fully caught up on emails received today.

On Mar 7, 2018 11:31 AM, "Rita Moreno" <rita.moreno@lacity.org> wrote:
Tara,

The mailings satisfied the newsletter requirement, not the quarterly reports. The quarterly reports must include financial information indicating expenditures. The transmittal sent to the BID for the first invoice failed to list the 2017 Recovery Fees deducted. However, that does not impact the BID's ability to report on its expenditures.

Thank you.

Rita

On Wed, Mar 7, 2018 at 10:43 AM, Tara Devine <tara@venicebeachbid.com> wrote:

Per direction, we submitted our four mailings since then and did not receive a reply. It was indicated that we might meet our quarterly report obligations through those.

The financial statements are being prepared and should be available next week. As you have seen through correspondence with our accountant, there was a discrepancy in our records due to City records not including city fees.

On Mar 7, 2018 9:22 AM, "Rita Moreno" <rita.moreno@lacity.org> wrote:
Hi Tara,

Holly is out sick today. About this issue, I am aware that Miranda was working on this. Unfortunately, we don't have access to any documentation about what has transpired to date, nor the departments and staff members involved. We will follow-up with this so please share any other information you may have, and provide us with the BID's understanding of what those baseline services should be, specifically.

As for providing services to the BID's stakeholders, the baseline services should not have any baring on commencing. The city provides baseline services to all BIDs even though the amount and level have not been quantified. No BID has put their services on hold until this is determined, nor have your selected service providers been unwilling to render their services to other BIDs until such time as the information is obtained. I recommend you begin providing services.

On another note, the BID committed to submitting the 2nd, 3rd and 4th Quarter Reports and a current financial report by the end of February. The BID is out of compliance. Please submit the past due reports by the end of this week.

Thank you.

Rita

On Wed, Mar 7, 2018 at 7:30 AM, Holly Wolcott
<holly.wolcott@lacity.org> wrote:

----- Forwarded message -----

From: "Tara Devine" <tara@venicebeachbid.com>

Date: Mar 6, 2018 7:14 PM

Subject: Baseline Service Agreement

To: "Holly Wolcott" <Holly.Wolcott@lacity.org>, "Shannon Hoppes" <shannon.hoppes@lacity.org>

Cc:

Holly:

Sorry to bug you about this, but we requested a Baseline Services Agreement from the City well over a year ago and have followed up twice since. I know Miranda submitted the initial request (I think to BPW) when we originally requested it, and I know she followed up as

well. I also mentioned this to council office staff last month.

RAP will also be a big part of our Baseline Service Agreement due to OFW (Boardwalk.)

As we prepare for launch, our service providers (Chrysalis and Allied Universal) are really concerned that we don't have this document yet.

If there is anything you can do to help unstick and expedite this, I would deeply appreciate it!

Warmest regards,
Tara

--

Rita Moreno
City of Los Angeles
Office of the City Clerk
Neighborhood and Business Improvement District Division
[200 N. Spring Street, 3rd Floor #395](#)
[Los Angeles, CA 90012](#)
[Office \(213\) 978-1122](#)
Fax [\(213\) 978-1079](#)

--

Rita Moreno
City of Los Angeles
[Office](#) of the City Clerk
Neighborhood and Business Improvement District Division
[200 N. Spring Street, 3rd Floor #395](#)
[Los Angeles, CA 90012](#)
[Office \(213\) 978-1122](#)
Fax [\(213\) 978-1079](#)

--



Holly L. Wolcott

Email: holly.wolcott@lacity.org
Phone: [213-978-1020](tel:213-978-1020)

City Clerk

[City of Los Angeles](#)
[200 North Spring Street, Rm. 360](#)
[Los Angeles, CA 90012](#)



<http://lac>

--

Rita Moreno
City of Los Angeles
[Office](#) of the City Clerk
Neighborhood and Business Improvement District Division
[200 N. Spring Street, 3rd Floor #395](#)
[Los Angeles, CA 90012](#)
[Office \(213\) 978-1122](#)
Fax [\(213\) 978-1079](#)

--

Rita Moreno
City of Los Angeles
[Office](#) of the City Clerk
Neighborhood and Business Improvement District Division
[200 N. Spring Street, 3rd Floor #395](#)
[Los Angeles, CA 90012](#)
[Office \(213\) 978-1122](#)
Fax [\(213\) 978-1079](#)

--

Rita Moreno
City of Los Angeles
Office of the City Clerk
Neighborhood and Business Improvement District Division
200 N. Spring Street, 3rd Floor #395
Los Angeles, CA 90012
Office (213) 978-1122
Fax (213) 978-1079